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Peer Insights™

AIOps: Hype or Practical I&O Solution?

AIOps solutions have the potential to increase automation of and visibility into IT infrastructure and operations (I&O). How are leaders exploiting this technology to best drive ROI?

One-Minute Insights:

- More than a two-thirds of respondents are either deploying or planning to deploy AIOps
- Leaders are satisfied with their AIOps deployment and many are using external tools to do so
- The AIOps benefits cited by most leaders are centralized visibility into IT I&O inputs and automated alerts
- Nearly half of respondents are struggling with false positives and data management is a challenge for many
- Most leaders are skeptical of vendors offering AIOps tools, but believe it to be a fully defined solution

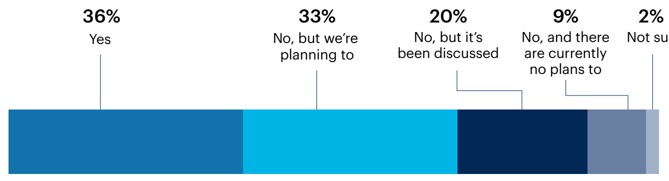
One-Minute Insights on timely topics are available to Gartner Peer Insights members. Sign up for access to over 100 more, and new insights each week.

Data collection: Nov 30, 2021 - Aug 28, 2022
Respondents: 300 IT, software engineering, and information security leaders

Most leaders are currently deploying AIOps or planning to deploy it within the next year

Most (36%) respondents are currently **deploying AIOps** and about **one-third (33%) plan to do so**.

Is your organization currently deploying AIOps?

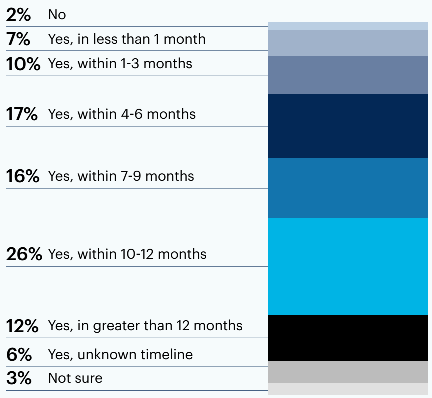


n = 300

Among those who plan to deploy AIOps, **nearly all (88%)** have **established timelines**, with the vast majority (76%) working on **timelines of a year or less.**

Is there a timeline in place to deploy AIOps within your organization?

n = 98



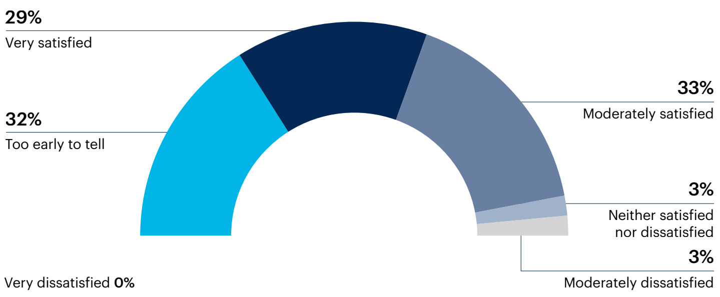
> "I'm optimistic, but not completely convinced of the value of these solutions."
>
> \- VP, finance industry, 10,000+ employees

> "As we continue to build public cloud workload, we are working to build in AIOps in parallel with construction."
>
> \- C-suite, manufacturing industry, 1,000 - 5,000 employees

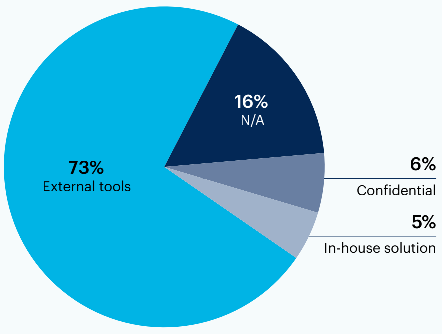
Respondents are seeing satisfactory deployment using external tools, and chose to adopt AIOps to increase automation

The majority (62%) of leaders currently working on AIOps are **satisfied** with their deployment, with most using **external tools (73%)**, and **only 5%** using an **in-house (i.e., proprietary) solution**.

Are you satisfied with your AIOps deployment?



n = 108



Which tool(s) are you using for AIOps?*

n = 108

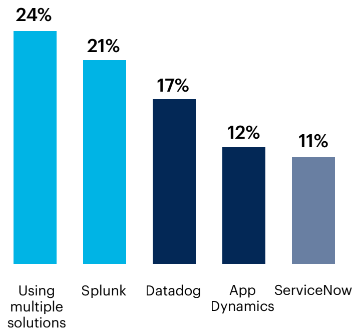
*The values for this chart were calculated by categorizing and consolidating open text responses to this question

For those using **external solutions**, the most commonly used tools are **Splunk (21%), Datadog (17%)** and **AppDynamics (12%)**. 24% are using multiple solutions.

Breakdown of external tools specified by respondents:

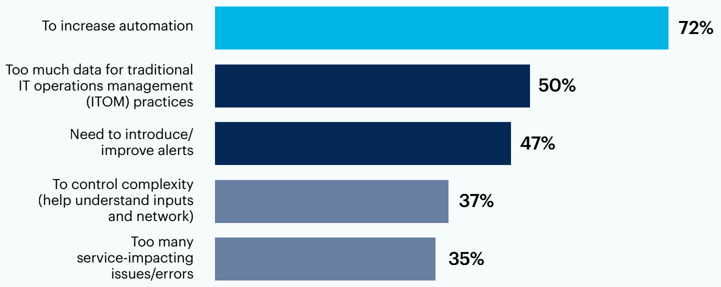
Dynatrace **9%**,
BMC Helix Operations Management 7%,
Moogsoft **7%**

n = 76



The **most common reason** for adopting AIOps is to **increase automation (72%)**, but for many leaders this choice was also driven by having **too much data for traditional IT operations management (ITOM) practices (50%)** and a need to **introduce/improve alerts (47%)**.

What were your reasons for adopting AIOps?



As part of wider digital transformation efforts **27%**, Introduce scalable solution **27%**,
Improve engineer morale (less time dealing with mundane tasks) **21%**,
Too much downtime **19%**, Inability to remediate errors/find root cause **13%**,
Engineering change request **7%**, None of these **1%**, Other **0%**

n = 206

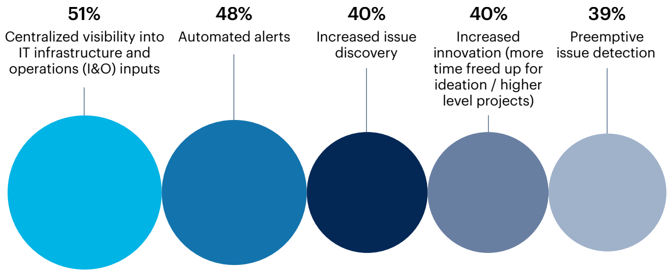
> “As with any new technology, the solution has to be contextualized for your environment.”
>
> - C-suite, finance industry, 1,000 - 5,000 employees

> “This is like any other tool that can provide automation, it takes in-depth knowledge of the environment and continued tuning as the environment ebbs and flows. Overall, if a mature tool is implemented and tune[d] properly, there should be solid ROI over time.”
>
> - Director, manufacturing industry, <1,000 employees

Many leaders look to AIOps for automated alerts, yet challenges such as alert fatigue and false positives are common

51% of leaders are looking to **gain centralized visibility** into IT infrastructure and operations (I&O) inputs by **adopting AIOps**. Respondents also identified automated alerts (48%), increased issue discovery (40%) and increased innovation (40%) as key benefits.

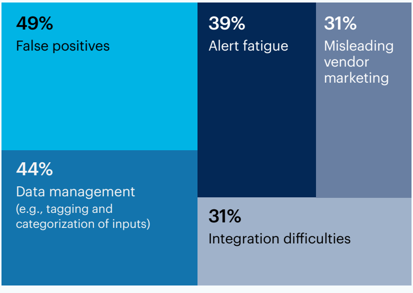
What are the top benefits of AIOps adoption?



Reduced operating costs (fewer costly incidents) **35%**,
Improved cybersecurity (detect malware/malicious behavior patterns) **29%**,
Improved problem management (identify repeating, root causes) **21%**,
Actionable insights **18%**, Scalability **15%**, None of these **2%**, Other **0%**

n = 300

The **most reported challenges** to adopting AIOps are **false positives (49%), data management (44%)** and **alert fatigue (39%)**. Nearly a third of respondents also highlighted misleading vendor marketing (31%) and integration difficulties (31%) as hurdles.



What are the top challenges to AIOps adoption?

Hard to define ROI **24%**,
Hiring the right skill sets **23%**,
Ongoing management/maintenance **21%**,
Training/upskilling requirements **20%**,
Gaining cross-team collaboration **18%**,
Upfront costs **14%**,
Executive buy-in (willingness to invest) **11%**,
Employee buy-in (willingness to accept cultural/collaborative changes) **8%**,
None of these **1%**, Other **0%**

n = 300

> "We're starting to see real benefits, however it'll take some time to mature properly. The positives far outweigh the challenges."
>
> - C-suite, finance industry, <1,000 employees

> "With many monitoring tools, the proof is in the pudding. Once it's been running for a year, the proof or failure will be clear. In 35 years, monitoring has been difficult to tune. I don't see this significantly improving tuning but [it] may help with low value alerts."
>
> - Director, finance industry, 10,000+ employees

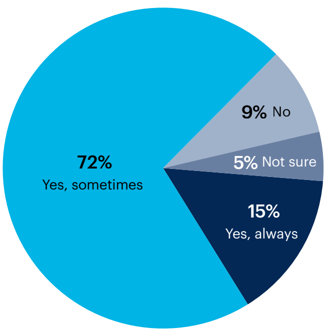
While the vast majority of leaders are skeptical of vendors offering AIOps, many see it as a fully defined solution

87%

of respondents feel **skeptical** of vendors that **offer AIOps at least sometimes**, with 15% indicating they're always skeptical of such vendors.

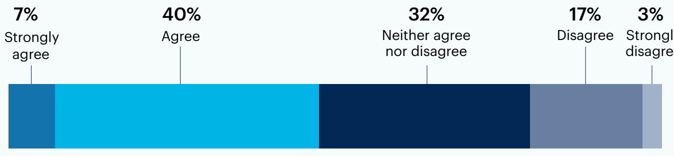
Do you feel skeptical of vendors offering AIOps tools and/or solutions?

n = 300



Nearly half (47%) agree that AIOps is a **fully defined solution**, yet **one-fifth (20%)** of surveyed leaders **disagree** on this point.

**To what extent do you agree with the following:
"AIOps is a fully defined solution that any
IT I&O team can implement."**



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> "AIOps is mostly a marketing buzz-term. Few vendors are truly delivering what they advertise."
>
> - Director, software industry, <1,000 employees

> "I think AIOps is still in [the] early stages of effective use case development and will require a cycle or two to mature."
>
> - C-suite, software industry, <1,000 employees

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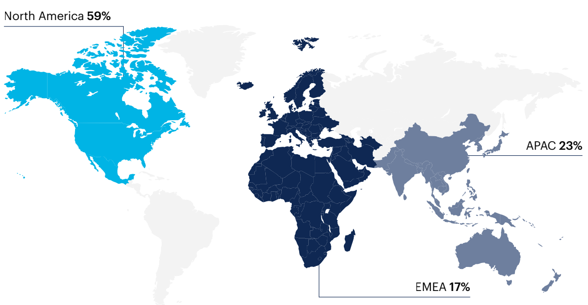
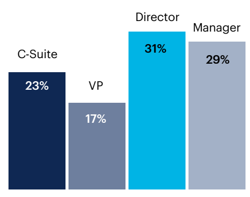
Respondent Breakdown

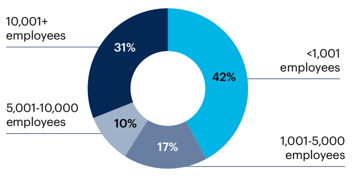
Region



Title



Company Size



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Source: Gartner Peer Insights, AIOps: Hype or Practical I/O Solution? survey

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